



CONTACT YOUR DEDICATED
ENTERPRISE TEAM

0800 688 8804

**ENTERPRISE
@CHESSICT.CO.UK**

Enterprise Charter

Our Promise to You

We want to make sure that Chess is truly 'a great place to be a customer', and that's why we're passionate about our promise to you.

- Dedicated service Account Manager
- One hour email response time
- Calls answered within 30 seconds

Escalation

Should you feel that you need to escalate any issues please see below.

2 HOURS

Customer Experience Team Leader

Louise Howe

LouiseHowe
@ChessICT.co.uk

0330 159 8036

8 HOURS

Head of Customer Support

Michael Leighton

MichaelLeighton
@ChessICT.co.uk

0330 159 8035

24 HOURS

Customer Services Director

Emma Stott

EmmaStott
@ChessICT.co.uk

0300 159 8034

48 HOURS

Chief Operating Officer

Stephen Dracup

stephendracup
@ChessICT.co.uk